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Docket Number: AUS920010948US1

DECLARATION AND POWER OF ATTORNEY FOR PATENT APPLICATION

As a below named inventor, I hereby declare that:

My residence, post office address and citizenship are as stated below next to my name;

I believe I am the original, first and sole inventor (if only one name is listed below) or an original, first and joint inventor (if plural names are listed below) of the subject matter which is claimed and for which a patent is sought on the invention entitled

EXPERT HOLD QUEUE MANAGEMENT

<u>X</u> is	attached hereto.				
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in accordan I hereby cla application application	ce with Title 37, Coo nim foreign priority b (s) for patent or inve- for patent or inventor	de of Federal Regul benefits under Title entor's certificate lis	ich is material to the patentabil ations, §1.56. 35, United States Code, §119 of ted below and have also identifing a filing date before that of the	of any foreig fied below ar	n ny foreign
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POST OFFICE ADDRESS:

Docket Number: AUS920010948US1

States Code, §112, I acknowledge the duty to disclose information material to the patentability of this application as defined in Title 37, Code of Federal Regulations, §1.56 which occurred between the filing date of the prior application and the national or PCT international filing date of this application:

(Application Serial #)	(Filing Date)	(Status)
the knowledge that willful false st	e believed to be true; and further t atements and the like so made are le 18 of the United States Code an	hat these statements were made with punishable by fine or imprisonment, d that such willful false statements
POWER OF ATTORNEY: As a reto prosecute this application and to therewith.		he following attorneys and/or agents nd Trademark Office connected
Reg. No. 28,543; Robert M. Carw Lefeve, Reg. No. 26,193; Casimer Anthony V. England, Reg. No. 35 42,196; Christopher A. Hughes, R	ell, Reg. No. 28,499; Jeffrey S. La K. Salys, Reg. No. 28,900; David ,129; Volel Emile, Reg. No. 39,96 .eg. No. 26,914; Stanley B. Green Jr., Reg. No. 18,753; Marilyn S. D	69; Leslie A. Van Leeuwen, Reg. No. , Reg. No. 24,351; John E. Hoel, Reg Pawkins, Reg. No. 31,140; Cynthia S.
Send correspondence to: Cynthia Property Law Department, 11400 Cynthia S. Byrd, (512) 823-5884.	S. Byrd, International Business Ma Burnet Road, Austin, Texas 78758	achines Corporation, Intellectual 8 and direct all telephone calls to
FULL NAME OF SOLE OR FIRS	ST INVENTOR: Michael Wayne	Brown
INVENTORS SIGNATURE:	1	DATE:
RESIDENCE: 529 River Down Georgetown, TX		
CITIZENSHIP: USA		

Same As Above

FULL NAME OF SECOND INVENTOR: David R. Cheng	
INVENTORS SIGNATURE:	DATE:
RESIDENCE: 702 Hertford Rd. Wilmington, DE 19803	
CITIZENSHIP: USA	
POST OFFICE ADDRESS: Same As Above	
FULL NAME OF THIRD INVENTOR: Wing-Ying Stephanie L	eung DATE:
INVENTORS SIGNATURE.	. DATE:
RESIDENCE: 921 E. Ann Ann Arbor, MI 48104	•
CITIZENSHIP: UK	
POST OFFICE ADDRESS: Same As Above	
FULL NAME OF FOURTH INVENTOR: Folu Okunseinde	DATE:
INVENTORS SIGNATURE:	DAIE:
RESIDENCE: 393 Lake Avenue Oakhurst, NJ 07755	
CITIZENSHIP: USA	

	FULL NAME OF FIFTH INVENTOR: Michael A. Paolini	
	INVENTORS SIGNATURE:	DATE:
	RESIDENCE: 6407 Wallace Cove Austin, TX 78750	
	CITIZENSHIP: USA	
	POST OFFICE ADDRESS: Same As Above	
	FULL NAME OF SIXTH INVENTOR: Seema Sheth-Voss	
: :	INVENTORS SIGNATURE:	_ DATE:
	RESIDENCE: 345 Franklin Street, Apt. 206 Cambridge, MA 02139	
	CITIZENSHIP:	
	POST OFFICE ADDRESS: Same As Above	
	FULL NAME OF SEVENTH INVENTOR: Scott Lee Winters	
	INVENTORS SIGNATURE:	_ DATE:
	RESIDENCE: 8000 High Hollow Cove Austin, TX 78750	
	CITIZENSHIP: USA	
	DOST OFFICE ADDRESS: Same As Above	

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EXPERT HOLD QUEUE MANAGEMENT

the speci	ification of which (che	ck one)					
<u>X</u>	is attached hereto.						
	was filed on		_				
	as Application Serial and was amended on	No	 (if appli	cable)			
	state that I have revie g the claims, as amend				ve identifie	ed specific	ation,
	vledge the duty to disc dance with Title 37, C			-	atentability	of this ap	plication
applicati	claim foreign priority ion(s) for patent or invion for patent or inven is claimed:	entor's certificate lis	ted below	and have als	o identifie	d below an	y foreign
Prior Fo	reign Application(s):					Priority	Claimed
						Yes	No
(N	lumber)	(Country)	(D	ay/Month/Y	ear)		
I hereby	claim the benefit und	er Title 35, United St	tates Code,	§120 of an	y United S	tates appli	cation(s)
	low and, insofar as the						

the prior United States application in the manner provided by the first paragraph of Title 35, United

States Code, §112, I acknowledge the duty to disclose information material to the patentability of this application as defined in Title 37, Code of Federal Regulations, §1.56 which occurred between the filing date of the prior application and the national or PCT international filing date of this application:

(Application Serial #)	(Filing Date)	(Status)

I hereby declare that all statements made herein of my own knowledge are true and that all statements made on information and belief are believed to be true; and further that these statements were made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under Section 1001 of Title 18 of the United States Code and that such willful false statements may jeopardize the validity of the application or any patent issued thereon.

POWER OF ATTORNEY: As a named inventor, I hereby appoint the following attorneys and/or agents to prosecute this application and transact all business in the Patent and Trademark Office connected therewith.

John W. Henderson, Jr., Reg. No. 26,907; James H. Barksdale, Jr., Reg. No. 24,091; Thomas E. Tyson, Reg. No. 28,543; Robert M. Carwell, Reg. No. 28,499; Jeffrey S. LaBaw, Reg. No. 31,633; Douglas H. Lefeve, Reg. No. 26,193; Casimer K. Salys, Reg. No. 28,900; David A. Mims, Jr., Reg. No. 32,708; Anthony V. England, Reg. No. 35,129; Volel Emile, Reg. No. 39,969; Leslie A. Van Leeuwen, Reg. No. 42,196; Christopher A. Hughes, Reg. No. 26,914; Stanley B. Green, Reg. No. 24,351; John E. Hoel, Reg. No. 26,279; Joseph C. Redmond, Jr., Reg. No. 18,753; Marilyn S. Dawkins, Reg. No. 31,140; Cynthia S. Byrd, Reg. No. 39,365; Mark E. McBurney, Reg. No. 33,114 and Jerry B. Kraft, Reg. No. 19,226.

Send correspondence to: Cynthia S. Byrd, International Business Machines Corporation, Intellectual Property Law Department, 11400 Burnet Road, Austin, Texas 78758 and direct all telephone calls to Cynthia S. Byrd, (512) 823-5884.

FULL NAME OF SOLE OR FIRST INVENTOR: Michael Wayne Brown

INVENTORS SIGNATURE: Milled gan Bar Date: 11/2/2001

RESIDENCE: 529 River Down Road

Georgetown, TX 78628

CITIZENSHIP: USA

INVENTORS SIGNA	ATURE:	DATE:	
RESIDENCE: 702 l Wiln	Hertford Rd. nington, DE 19803		
CITIZENSHIP: USA	L		
POST OFFICE ADD	ORESS: Same As Abov	ve	
FULL NAME OF TH	HIRD INVENTOR: Win	g-Ying Stephanie Leung	
INVENTORS SIGNA	ATURE:	DATE:	
RESIDENCE: 921 Ann	E. Ann Arbor, MI 48104		
CITIZENSHIP: UK			
POST OFFICE ADD	DRESS: Same As Abo	ve	
FULL NAME OF FO	OURTH INVENTOR: FO	olu Okunseinde	
INVENTORS SIGNA	ATURE:	DATE:	
RESIDENCE: 393 1 Oakl	Lake Avenue hurst, NJ 07755		
CITIZENSHIP: USA			

FULL NAME OF FIFTH INVENTOR: Michael A. Paolini	
INVENTORS SIGNATURE: Mary & Gardin	DATE: 11-2-2001
RESIDENCE: 6407 Wallace Cove Austin, TX 78750	
CITIZENSHIP: USA	
POST OFFICE ADDRESS: Same As Above	
FULL NAME OF SIXTH INVENTOR: Seema Sheth-Voss	
INVENTORS SIGNATURE:	DATE:
RESIDENCE: 345 Franklin Street, Apt. 206 Cambridge, MA 02139	
CITIZENSHIP:	
POST OFFICE ADDRESS: Same As Above	
FULL NAME OF SEVENTH INVENTOR: Scott Lee Winters	
INVENTORS SIGNATURE:	DATE: 1-2-01
RESIDENCE: 8000 High Hollow Cove Austin, TX 78750	
CITIZENSHIP: USA	

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Docket Number: AUS920010948US1

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I believe I am the original, first and sole inventor (if only one name is listed below) or an original, first and joint inventor (if plural names are listed below) of the subject matter which is claimed and for which a patent is sought on the invention entitled

EXPERT HOLD QUEUE MANAGEMENT

<u>X</u>	is attached heret	0.					
	as Application S and was amende	erial No <u>.</u> ed on	(if	applicable)			
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		disclose information 7, Code of Federal R			entability	of this a	pplica
in accor I hereby applicat applicat	dance with Title 3 claim foreign pricion(s) for patent or		Regulations Fitle 35, Ut te listed be	, §1.56. nited States Code, low and have also	§119 of identifie	any forei d below a	gn ny for
in accor I hereby applicat applicat priority	dance with Title 3 r claim foreign price ion(s) for patent or ion for patent or ir	7, Code of Federal R ority benefits under ' r inventor's certificat nventor's certificate l	Regulations Fitle 35, Ut te listed be	, §1.56. nited States Code, low and have also	§119 of identifie	any forei d below a	gn ny fo on on v
in accor I hereby applicat applicat priority	dance with Title 3 r claim foreign price ion(s) for patent or ion for patent or ir is claimed:	7, Code of Federal R ority benefits under ' r inventor's certificat nventor's certificate l	Regulations Fitle 35, Ut te listed be	, §1.56. nited States Code, low and have also	§119 of identifie	any forei d below a applicatio	gn ny fo on on '

I hereby claim the benefit under Title 35, United States Code, §120 of any United States application(s) listed below and, insofar as the subject matter of each of the claims of this application is not disclosed in the prior United States application in the manner provided by the first paragraph of Title 35, United

States Code, §112, I acknowledge the duty to disclose information material to the patentability of this application as defined in Title 37, Code of Federal Regulations, §1.56 which occurred between the filing date of the prior application and the national or PCT international filing date of this application:

(Application Serial #)	(Filing Date)	(Status)
made on information and belief at the knowledge that willful false st or both, under Section 1001 of Tit	atements and the like so made are	hat these statements were made with punishable by fine or imprisonment d that such willful false statements
	named inventor, I hereby appoint the ransact all business in the Patent and	he following attorneys and/or agents and Trademark Office connected
Reg. No. 28,543; Robert M. Carw Lefeve, Reg. No. 26,193; Casimer	rell, Reg. No. 28,499; Jeffrey S. La r K. Salys, Reg. No. 28,900; David	Reg. No. 24,091; Thomas E. Tyson, Baw, Reg. No. 31,633; Douglas H. A. Mims, Jr., Reg. No. 32,708; 9; Leslie A. Van Leeuwen, Reg. No

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Byrd, Reg. No. 39,365; Mark E. McBurney, Reg. No. 33,114 and Jerry B. Kraft, Reg. No. 19,226.

42,196; Christopher A. Hughes, Reg. No. 26,914; Stanley B. Green, Reg. No. 24,351; John E. Hoel, Reg. No. 26,279; Joseph C. Redmond, Jr., Reg. No. 18,753; Marilyn S. Dawkins, Reg. No. 31,140; Cynthia S.

FULL NAME (OF SOLE OR FIRST INVENTOR:	Michael Wayne Brown	
INVENTORS S	SIGNATURE:	DATE:	
RESIDENCE:	529 River Down Road Georgetown, TX 78628		

CITIZENSHIP: USA

	FULL NAME OF SECOND INVENTOR: David R. Cheng	
	INVENTORS SIGNATURE: De Marie	DATE: 11/3/01
	RESIDENCE: 702 Hertford Rd. Wilmington, DE 19803	
	CITIZENSHIP: USA	
	POST OFFICE ADDRESS: Same As Above	
Ŀ	FULL NAME OF THIRD INVENTOR: Wing-Ying Stephanie I	Leung
	INVENTORS SIGNATURE:	_ DATE:
	RESIDENCE: 921 E. Ann Ann Arbor, MI 48104	
	CITIZENSHIP: UK	
	POST OFFICE ADDRESS: Same As Above	
	FULL NAME OF FOURTH INVENTOR: Folu Okunseinde	
	INVENTORS SIGNATURE: John James	DATE: 11/3/6/
	RESIDENCE: 393 Lake Avenue Oakhurst, NJ 07755	
	CITIZENSHIP: USA	
	POST OFFICE ADDRESS: Same As Above	

FULL NAME OF FIFTH INVENTOR: Michael A. Paolini	
INVENTORS SIGNATURE:	DATE:
RESIDENCE: 6407 Wallace Cove Austin, TX 78750	
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POST OFFICE ADDRESS: Same As Above	
FULL NAME OF SIXTH INVENTOR: Seema Sheth-Voss	
INVENTORS SIGNATURE:	DATE:
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POST OFFICE ADDRESS: Same As Above	
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INVENTORS SIGNATURE:	DATE:
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CITIZENSHIP: USA	
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EXPERT HOLD QUEUE MANAGEMENT

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as Application	Serial Noled on	 (if applicable)		
and was amend	icd on	_ (II application)		
		he contents of the above ident nt referred to above.	inos spoomo	
		ch is material to the patentabil	ity of this ap	plication
I acknowledge the duty to in accordance with Title I hereby claim foreign prapplication(s) for patent	o disclose information whi 37, Code of Federal Regul- riority benefits under Title or inventor's certificate list	ch is material to the patentabil	of any foreig fied below ar	n ny foreign
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POWER OF AT to prosecute this therewith.	FORNEY: As a named application and transac	inventor, I hereby app t all business in the Pat	oint the following attorneys and/or agents tent and Trademark Office connected
Reg. No. 28,543; Lefeve, Reg. No Anthony V. Engl 42,196; Christop No. 26,279; Jose	; Robert M. Carwell, Re . 26,193; Casimer K. Sa land, Reg. No. 35,129; ' her A. Hughes, Reg. No. ph C. Redmond, Jr., Re	eg. No. 28,499; Jeffrey llys, Reg. No. 28,900; I Volel Emile, Reg. No. 26,914; Stanley B. C g. No. 18,753; Marilyr	Jr., Reg. No. 24,091; Thomas E. Tyson, S. LaBaw, Reg. No. 31,633; Douglas H. David A. Mims, Jr., Reg. No. 32,708; 39,969; Leslie A. Van Leeuwen, Reg. No. Green, Reg. No. 24,351; John E. Hoel, Reg. S. Dawkins, Reg. No. 31,140; Cynthia S. nd Jerry B. Kraft, Reg. No. 19,226.
Property Law De			rss Machines Corporation, Intellectual 78758 and direct all telephone calls to
FULL NAME O	F SOLE OR FIRST IN	VENTOR: Michael W	ayne Brown
INVENTORS SI	IGNATURE:		DATE:
:	529 River Down Road Georgetown, TX 78628		
CITIZENSHIP:	USA		

Same As Above

	OF SECOND INVENTOR: David R. Cheng	D 4 mm
INVENTORS	SIGNATURE:	DATE:
RESIDENCE:	702 Hertford Rd. Wilmington, DE 19803	
CITIZENSHIP	: USA	
POST OFFICE	E ADDRESS: Same As Above	
FULL NAME	OF THIRD INVENTOR: Wing-Ying Stepha	nie Leung
INVENTORS	SIGNATURE:	DATE:
RESIDENCE:	921 E. Ann Ann Arbor, MI 48104	
CITIZENSHIF	P: UK	
POST OFFICE	E ADDRESS: Same As Above	
FULL NAME	OF FOURTH INVENTOR: Folu Okunseind	e
INVENTORS	SIGNATURE:	DATE:
RESIDENCE:	393 Lake Avenue Oakhurst, NJ 07755	·
CITIZENSHII	P: USA	

FULL NAME OF FIFTH INVENTOR: Michael A. Paolini	
INVENTORS SIGNATURE:	DATE:
RESIDENCE: 6407 Wallace Cove Austin, TX 78750	
CITIZENSHIP: USA	
POST OFFICE ADDRESS: Same As Above	
FULL NAME OF SIXTH INVENTOR: Seema Sheth-Voss INVENTORS SIGNATURE: RESIDENCE: 345 Franklin Street, Apt. 206 Cambridge, MA 02139	DATE: <u>NOV.</u> 9, 200
CITIZENSHIP: USA	
POST OFFICE ADDRESS: Same As Above	
FULL NAME OF SEVENTH INVENTOR: Scott Lee Winters	
INVENTORS SIGNATURE:	DATE:
RESIDENCE: 8000 High Hollow Cove Austin, TX 78750	
CITIZENSHIP: USA	
POST OFFICE ADDRESS: Same As Above	

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